

## **Chapter 20**

### **Facilities**

**20.1 Authority:** 34 CFR 361.5(b)(9) and 34 CFR 361.51

**20.2 Policy**

USOR assures that any facilities used in connection with the delivery of VR services meet program accessibility requirements consistent with the requirements of the Architectural Barriers Act of 1968, the Americans with Disabilities Act of 1990, section 504 of the Rehabilitation Act, and the regulations implementing these laws. For approved facilities refer to the IRIS facilities list.

**20.3 Definitions**

Community Rehabilitation Program (CRP) means a program that provides services to individuals with disabilities to enable the individual to maximize opportunities for employment, including:

- A. Medical, psychiatric, psychological, social, and vocational services;
- B. Testing, fitting, or training in the use of prosthetic and orthotic devices;
- C. Recreational therapy;
- D. Physical and occupational therapy;
- E. Speech, language and hearing therapy;
- F. Psychiatric, psychological and social services, including positive behavior management;
- G. Assessment for determining eligibility and vocational rehabilitation needs;
- H. Rehabilitation technology;
- I. Job development, placement, and retention services (SE/SJBT/ Prevocational Training);
- J. Evaluation or control of specific disabilities;
- K. Orientation and mobility services for individuals who are blind;
- L. Extended employment
- M. Psychosocial rehabilitation services
- N. Supported employment services and extended services;

**20.4 Facilities Committee**

The Facilities Committee is comprised of the Client Service Director, Field Service Directors, DSBVI Rehab Service Director and the Facilities Specialist. The committee is chaired by the Client Service Program Director. The purpose of the committee is to recommend to the USOR Executive Director, facilities for approval. The committee also monitors the use of approved facilities and the outcomes which result from such use for USOR clients.

**20.5 Approved Facilities List**

USOR maintains a computerized list of approved rehabilitation facilities statewide. In addition, this inventory includes a list of SE/SJBT vendors. (See Facilities screen in IRIS.)

**20.6 Standards for Rehabilitation Facilities**

USOR is responsible for assuring the quality, appropriateness and accessibility of all rehabilitation facilities utilized by staff on behalf of their clientele. To this end USOR has established a set of standards for facilities and a formal approval process. The standards have been developed in accordance with the VR regulations. [34 CFR 361.51]

**20.7 Personnel Standards**

- A. Providers of services shall use qualified personnel in accordance with any applicable national or state approved or recognized certification, licensing, or registration requirements, or in the absence of these requirements, other comparable requirements (including State personnel requirements), that apply to the profession or discipline in which the category of personnel is providing services.
- B. Providers of services shall take affirmative action to employ and advance in employment qualified individuals with disabilities.
- C. Providers of services shall include among their personnel, or obtain the services of individuals able to communicate in the native languages of applicants and eligible individuals who have limited English speaking ability; and ensure that appropriate models of communication for all applicants and eligible individuals are used.

**20.8 General Standards**

The following are the general standards for rehabilitation facilities:

- A. Programs shall plan, organize, manage and provide services based on the generally accepted philosophy and principals identified in the Vocational Rehabilitation Facilities Plan.
- B. Facilities which provide on-site services shall comply with the guidelines for accessibility in The Architectural Barriers Act of 1968 and The Americans with Disabilities Act.
- C. Facilities which provide on-site services shall comply with state and local health and safety standards.
- D. The facilities goal for all services is to substantially increase the opportunities for an employment outcome for the client, or where appropriate, to increase independence.
- E. A written plan for each client will be developed prior to the client receiving services, which shall include goals, objectives, activities, extent of services, staff and client responsibilities, evaluation criteria, comparable services and benefits, review dates, coordination with other agencies, and an exit plan.
- F. All services provided by the program shall be readily accessible to accommodating individuals with disabilities.
- G. The facility shall have a policy that states services will be provided without regard to the client's sex, race, age, creed, color, nationality or disability.
- H. The facility shall maintain strict confidentiality on all information concerning clients and shall release such information only to USOR or with prior informed consent of clients.
- I. The facility shall have written criteria and procedures for admission.
- J. The facility shall have been in continuous operation for one year prior to application.
- K. The facility shall have all appropriate licenses, certificates etc.
- L. The facility shall submit, as appropriate, timely reports to the appropriate USOR staff.

- M. The facility shall make available all records and information to appropriate USOR staff to evaluate the effectiveness of services and adherence to these standards.
- N. Community based competitive employment programs or SJBT & SE facilities will demonstrate ability to meet "Standards and Evaluation Guidelines".
- O. Providers of services shall have adequate and appropriate policies and procedures to prevent fraud, waste, and abuse.

## 20.9 Facilities Approval Process

Based on these standards the Utah State Office of Rehabilitation has established a formal approval process required of **all** rehabilitation facilities desiring to serve as vendors. This process consists of five distinct phases:

- A. Submission of a USOR application formally requesting to be approved as a facility.
- B. An ON-SITE evaluation of the facility and interview with administration and other pertinent staff.
- C. A comprehensive survey to determine whether they are in compliance with the guidelines of The Architectural Barriers Act of 1968 and The Americans with Disabilities Act.
- D. Community-based programs will complete "Standards & Evaluation Guidelines".
- E. A review of all of the above information and subsequent recommendation for approval status by the USOR Facilities Committee to the Executive Director of USOR.

The USOR Facilities Committee has three levels of approval.

- A. Provisional Approval. Provisional approval may be given for one client to receive services at a facility that has not been approved but has made application for approval provided the facility: 1) Intends to follow-through with the application process; 2) Initial information indicates it is a program which may be beneficial to VR clients; and 3) Initial information shows it to generally meet USOR standards for facilities. Provisional approval is on a case-by-case basis at Field Service Director Level.
- B. Conditional Approval. Conditional approval may be offered to a facility which does not meet all of the standards. Typically, the facility fails to meet architectural accessibility guidelines. The Facilities Committee may offer conditional approval upon receipt and acceptance of a "corrective Action Plan" from the facility. The facility will have a period of time, usually six (6) months to one year to complete the plan. USOR may sponsor clients while the plan is being carried out.
- C. Full Approval. The facility has complied with all standards put forth by USOR for rehabilitation facilities and is approved to accept USOR sponsored clients as long as they remain in compliance.

If the VR Counselor or their clients have concerns or complaints about a facility these are to be brought to the attention of the Facilities Specialist in writing. The Facilities Specialist will meet with the management of the facility to assess the complaints/concerns. This will then be reviewed by the facilities committee and a recommendation, if necessary, made to the Executive Director. Periodic surveys, including site visits, will be performed on all approved facilities. These will be reviewed by the Facilities Committee and continuing approval, disapproval or other appropriate action will be recommended.

**20.10 Accessibility of Programs and Services**

USOR has a responsibility to assure accessibility to all funded services and facilities. Therefore, USOR will make every effort to provide satisfactory assurances that facilities used in connection with the delivery of services will comply with The Architectural Barriers Act of 1968, Section 504 of The Rehabilitation Act, and the Americans with Disabilities Act.

**20.11 Maximum Utilization of Community Resources.**

USOR shall make maximum utilization of public or other vocational or technical training facilities or other community resources. [34 CFR 361.39]